

Amazon Flex Zero Tolerance Policy

The safety and security of Amazon Delivery Partners, customers, and the public are our top priority. While on the road delivering to Amazon customers, Amazon strictly prohibits Delivery Partners from being under the influence of drugs or alcohol. Any Delivery Partner who is reasonably suspected to be providing delivery services while under the influence of drugs or alcohol will be promptly suspended, during which time they will be unable to access the Amazon Flex app. If we are able to confirm that the Delivery Partner was under the influence, it will be grounds for immediate termination of the Delivery Partner's contract with Amazon.

To help ensure that any violations of this Zero Tolerance Policy are identified, any person who reasonably suspects that a Delivery Partner is under the influence of drugs or alcohol while providing delivery services may submit a report to Amazon.

Submitting a Report

Delivery Partners: Delivery Partners are also expected to let us know if they reasonably suspect another Delivery Partner of being under the influence of drugs or alcohol while making deliveries. Delivery Partners may report these concerns using the "Emergency Help" button in the Amazon Flex app or by contacting our Last Mile Emergency Team at (844) 311-0406.

Amazon Employees: Amazon employees who suspect incidents of drug or alcohol use by a Delivery Partner can report it by contacting Human Resources or their site Safety Manager.

Customers: Customers should report such incidents by contacting the Customer Service Line.

Regardless of who submits the report, Amazon will promptly conduct an investigation and take appropriate action. Once a determination is made regarding a reported incident of drug or alcohol use, Delivery Partners will be notified in writing.

We take all reports seriously, and will take appropriate action against those who report knowingly false information or with an intent to inappropriately deny a Delivery Partner access to the Amazon Flex app. Amazon may suspend access to your Amazon.com account for any customer found to be reporting an alleged violation of this policy in bad faith. Amazon may suspend access to the Amazon Flex app for any Delivery Partner found to be reporting an alleged violation of this policy in bad faith. Amazon employees who report in bad faith may be terminated from employment.